Triage Rules for Pediatric Eye and Adult Strabismus Clinics

# Urgent Outpatient Add-On

**Definition:**

* Patient needs to be seen the same or next day but is not in the hospital
* Patient issue needs to be addressed the same or next day

**Triage Procedure:** Volte “Peds Hall Monitor”

**Ped Staff Procedure**:

* Request the patient be added on to the “Helm” clinic or other appropriate clinic
* Questions referred to “Helm” clinic faculty
* If no helm clinic, page fellow or resident on service for assistance
* If no helm clinic and no fellow or resident, call any faculty in clinic
* If no helm clinic, no fellow or resident and no clinics, contact department on-call team- see department on-call schedule

# Inpatient / ED consults

**Definition:** Patient needs to be seen the same day and is in the ED or hospital

**Triage Procedure:** Volte “Peds Hall Monitor”. If the issue is related to Retinopathy of Prematurity “ROP” then call Vikki Bell 356-0382

**Peds Staff Procedure:** Discuss with “Helm” faculty, Fellow or Resident about adding on to clinic or seeing on the floor.

# Non-Urgent established patient questions/issues

**Definition:** Patient issues that are non-urgent (e.g. glasses/prescription requests, follow-up questions)

**Triage Procedure:**

* Send Epic message to the responsible faculty/staff.
* Patients are often seen by staff orthoptists. If the issue is related to glasses, prism, not-new diplopia, patching, atropine eyedrops, or orthoptic clinic scheduling, these questions can be sent to the appropriate orthoptist.
* If the patient needs to schedule an appointment: See Urgency of Pediatric Eye conditions below before referring to the PAC or Eye department scheduling so you can communicate the level of urgency.

**Resident/Fellow Procedure:**

* Link your Epic Inbox to the Peds Faculty inbox at the beginning of your rotation and unlink at the end of the rotation.
* Check the messages each day and try to address the issue. Communicate with the responsible faculty if there are questions.

# Non-Urgent new referrals or non-established patients

**Definition:** Patient is new to the peds service and has a question or the patient is being referred and there is a question about when/with whom to schedule. This also includes patients seen on call by a non-peds ophthalmologist.

**Triage Procedure:** E-mail the Triage Attending with questions (see attached schedule)

# Urgency of Eye Conditions

### Same Day Emergent Referrals (Volte “Peds Hall Monitor”)

Trauma:

Penetrating/perforating

Metal on metal

Severe blunt trauma

Mild blunt trauma with ocular symptoms

If the patient has multiple injuries or is not being referred by a physician, they should report to the nearest Emergency Room

### Schedule within 24 hours (Volte “Peds Hall Monitor”)

Red Swollen Eye

Blood IN eye associated with vision symptoms

Chemical burn or cleaner splashed in eye - If the patient has multiple injuries or is not being referred, they should report to the nearest Emergency Room, chemical burns need copious irrigation with water immediately.

Postoperative patient with increased redness, pain or swelling

Sudden loss of vision

### Schedule within 2-5 days

White pupil

Absent red reflex

Cataract in a baby

Red eye

Eye pain with tearing, and/or photophobia, eye surface swelling, lid swelling

Headache associated with pain and double vision

Cloudy cornea

### Schedule within 2 Weeks

Sudden onset of strabismus or diplopia in a child

Eyes that are constantly misaligned

One pupil larger than the other– new onset.

Blood on the eye (subconjunctival hemorrhage)

### Schedule within 1 month

Child not tracking well

Eyes bobbing (nystagmus ) – Genetic clinic –email Rebecca Kuehn or Mandy

Droopy eye lid

Chalazion

### Schedule Next Available

Longstanding Strabismus, Adults

Headaches without visual symptoms

Eyestrain when reading

Sits to close to TV

Excessive blinking

Difficulty when reading

Abnormal head position/Head Tilt

Failed vision screening unless more urgent problem above

### Retinopathy of Prematurity (ROP)

ALL appointment cancelling, and rescheduling calls should go through the ROP coordinator – Vikki Bell 356-0382

# Peds Triage Faculty 2021-2022 – Can be found on QGenda under Peds Triage

2021

* July: Larson
* August: De Andrade
* September: Kemp
* October: Olson
* November: Dumitrescu
* December: Drack

2022

* January: Larson
* February: Kemp
* March: Olson
* April: De Andrade
* May: Dumitrescu
* June: Larson